



[REDACTED]  
[REDACTED]

Date  
18 February 2025

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2025/00065

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 27 January 2025, which has been dealt with under the terms of the Freedom of Information Act 2000 (**"FOIA"**).

You requested the information shown in bold below, which is the relevant extract from your email:

**"HOW MANY RECORDED ISSUES DO YOU HAVE ON FILE FROM  
NOVEMBER 31:2024 to 15:01:2025 WHERE ITEMS SENT HAVE BEEN  
COMPLAINED ABOUT DUE TO ADDRESS LABELLING ISSUES"**

We can confirm that Post Office does hold the information you have requested. After a manual search of complaints made to Post Office between 30 November 2024 and 15 January 2025, a total of 18 complaints are relevant to your request.

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing [information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk).

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 0303 123 1113  
[www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints)

Yours sincerely,

Information Rights Team  
[information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)  
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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